How to resolve the Dashboard Issue?

Jump to a specific question

What to do when Runo Web is unable to connect?

Step 1: Check your **internet connection**.

Step 2: Log out from **Runo Web**, log in again, and check if the issue is resolved.

Step 3: If the issue still persists, click on the **Settings icon** beside the refresh button in your browser (usually on the top left).

Step 4: Go to **Cookies and Site Data** → Click on **Manage on Device Site Data**.

Step 5: Find the **Runo websites** and click **Delete**.

Step 6: Click **Done**, refresh the page.

Step 7: Log in again and check the connection.

What to do when Runo Web keeps buffering or loading?

Step 1: Check your **internet connection**.

Step 2: Log out from **Runo Web**, log in again, and check if the issue is resolved.

Step 3: If the issue still persists, click on the **Settings icon** next to the refresh button in your browser.

Step 4: Go to **Cookies and Site Data** → Click **Manage on Device Site Data**.

Step 5: Find the **Runo websites** and click **Delete**.

Step 6: Click **Done** and refresh the page.

Step 7: Log in again and check if it works.

How to download reports from Runo Web?

Step 1: Open **Runo Web**.

Step 2: Click on **Request Reports** from the left-side menu.

Step 3: Select the **type of report** you want to download.

Step 4: Choose the **date range** for the report.

Step 5: Click on **Request Reports**.

Step 6: To download a report for a specific user, click on the **Team icon**, select the user, and then download the report.

How to change the reporting manager in Runo Web?

Step 1: Open the **Runo Web application**.

Step 2: Navigate to the **Team** section under **Administration**.

Step 3: Select the **user or executive** whose reporting manager you want to change.

Step 4: Scroll down slightly on the user profile.

Step 5: In the **"Reports To"** section, select the new **reporting manager** from the list.

Step 6: Save the user profile.

How to edit a user's mobile number in Runo Web?

Step 1: Open the **Runo Web application**.

Step 2: Go to the **Team** section under **Administration**.

Step 3: Click on the **user or executive** whose number or details you want to update.

Step 4: Edit the **mobile number** and other details as needed.

Step 5: Click **Save** to update the changes.

How to create a WhatsApp, Email, or SMS Template in Runo?

Please refer to the video guides below to create and use templates:

For WhatsApp Template: https://youtu.be/OxAYhOfsz-8?si=7QdeTdPCNd3rYSUV

For Email Template: https://youtu.be/q0yw8QBmquM?si=4WEG87p4Fpbo6X3R

For SMS Template: https://youtu.be/nQnmxo3998k?si=_GvWsc_v6EaRwasL

How to send the invitation link manually from the admin panel?

Step 1: Open the **Runo Web application**.

Step 2: Navigate to the **Team** section under **Administration**.

Step 3: Click on **Invitation Pending**.

Step 4: Locate the **three dots menu (⋮)** on the far right side of the user's name.

Step 5: Click **Resend Invite**, then **copy the invitation link**.

Step 6: Share the copied link externally.